

Amendments to the Specification:

Please amend the paragraph immediately following the title as shown below:

Abstract of the Disclosure

The invention concerns a system and method of predicting problematic dialogs in a task classification system based on the user's input communications. The method may include determining whether a task classification decision can be made based on a first automated dialog exchange with the user. As such, if the task classification decision cannot be made, the method may determine whether the probability of conducting a successful automated dialog with the user based on whether the first dialog exchange exceeds a first threshold. The successful dialog may be defined as a dialog exchange between an automated dialog system and the user that results in at least one of processing of the user's input communication and routing the user's input communication. The method may further operate such that if the first threshold is exceeded, further dialog is conducted with the user. Otherwise, the user may be directed to a human for assistance. ~~In another possible embodiment, the method operates as above except that if the probability exceeds a second threshold, the second threshold being higher than the first, then further dialog is conducted with the user using the current dialog strategy. However, if the probability falls between a first threshold and a second threshold, the dialog strategy may be adapted in order to improve the chances of conducting a successful dialog with the user. This process may be cumulative. In particular, the first dialog exchange may be stored in a database. Then, a second dialog exchange is conducted with the user. As a result, a second determination is made as whether successful dialog can be conducted based on the stored first exchange and the current second exchanges. This cumulative process may continue using a third and fourth exchange, if necessary.~~

Please insert after line 2 on page 22, before the last paragraph thereon, the following:

The invention concerns a system and method of predicting problematic dialogs in a task classification system based on the user's input communications. The method may include determining whether a task classification decision can be made based on a first automated dialog exchange with the user. As such, if the task classification decision cannot be made, the method may determine whether the probability of conducting a successful automated dialog with the user based on whether the first dialog exchange exceeds a first threshold. The successful dialog may be defined as a dialog exchange between an automated dialog system and the user that results in at least one of processing of the user's input communication and routing the user's input communication. The method may further operate such that if the first threshold is exceeded, further dialog is conducted with the user. Otherwise, the user may be directed to a human for assistance. In another possible embodiment, the method operates as above except that if the probability exceeds a second threshold, the second threshold being higher than the first, then further dialog is conducted with the user using the current dialog strategy. However, if the probability falls between a first threshold and a second threshold, the dialog strategy may be adapted in order to improve the chances of conducting a successful dialog with the user. This process may be cumulative. In particular, the first dialog exchange may be stored in a database. Then, a second dialog exchange is conducted with the user. As a result, a second determination is made as whether successful dialog can be conducted based on the stored first exchange and the current second exchanges. This cumulative process may continue using a third and fourth exchange, if necessary.